

## Helpful Tips for Using Your CapTel Phone

### Getting Captions of Messages on Your Cell Phone

If you use a cell phone, chances are people have left voice-mail messages for you that may be difficult to hear. Your CapTel phone can show you captions of cell phone messages, helping you to catch every word.

Before you start, you need to know the voicemail password for your cell phone.

#### Instructions:

1. Using your CapTel phone, dial the telephone number of your cell phone and wait for your cell phone's voicemail greeting to start.
2. On the CapTel dial pad, press either the star (\*) or the pound (#) key, depending on which cell phone service you have\*:
  - For AT&T, Sprint, US Cellular, and T-Mobile, press the star (\*) key
  - For Verizon and Virgin Mobile, press the pound (#) key
3. On the CapTel dial pad, enter the password needed to access your cell phone's voicemail.
4. Voice messages from your cell phone will play aloud for you to hear over the CapTel handset, plus you will see captions of the messages on the CapTel display.

*\*The instructions may vary a little, depending on which cell phone service you have. Check with your cell phone service provider for details if needed.*

## CapTel User Enjoys Independence




Doris's hearing loss is not slowing her down one bit, but telephone conversations were becoming challenging. "I hear sounds and everything," she explains, "but words I just can't hear on the phone."

"I never knew how much I could appreciate captions," she says. "I live alone and that's my contact to the outside world."

But it's not just Doris that notices the difference. "People are thrilled they can contact me with CapTel," she states. "They can call me directly, don't have to call my members of family or friends."

"I just like my independence and CapTel gives it to me."

 [See what else Doris likes about CapTel](#)  
(hint: the CustServ button)

## Dining Out with Hearing Loss – Some Tips

The loud, bustling activity in a busy restaurant can sometimes make a challenging hearing environment to enjoy a meal out with friends or family. CapTel users recently offered practical tips to help enjoy dining out, such as making reservations that avoid peak dining hours, selecting a table out of the main traffic area, and identifying restaurants whose décor helps lesson background noises.

 [More Tips to Enjoy Dining Out](#)







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### 'Round the Clock Help *Just one button away!*


Help is available 24 hours a day, 7 days a week!

To contact:

-  Just press the blue button on your CapTel phone!
-  1-888-269-7477  
1-866-670-9134 (Spanish)
-  [Online Chat](#)
-  [CapTel@CapTel.com](mailto:CapTel@CapTel.com)

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